GAGGLE SAFETY MANAGEMENT
GETTING STARTED

Gaggle ensures the safety of students by combining machine learning technology with real people who review questionable and suspicious content in online file storage, inbound and outbound email, attachments, links to websites and in other tools. This document will provide common questions and answers to help you become acclimated with the service.

Who are Emergency Contacts?

Emergency Contacts are individuals from your school or district who will be notified when we discover a situation that poses a possible threat to the health or safety of a student. Notifications will be sent by email and/or phone, depending on the severity of the situation. Principals, counselors, technology administrators and sometimes teachers are selected for this role. For each Emergency Contact, you will need a contact name, contact title, at least two phone numbers (one of which is used after school hours) and an email address.

Who are Safety Representatives?

Safety Representatives are trained professionals who review student communications and files for inappropriate content 24/7/365. Safety Representatives have diverse backgrounds in education, law enforcement, social media, psychology, and other related fields. All Safety Representatives receive a background check prior to employment.

When does Gaggle Safety Management review content?

Gaggle Safety Representatives review content 24/7 every day of the year.

What services and tools are analyzed and reviewed by Gaggle Safety Management?

The exact tools and applications that are reviewed will depend upon your service contract.

The **G Suite** services that can be reviewed include all inbound and outbound Gmail communications, as well as files stored in Google Drive, such as: native Google Documents, MS Office Documents, Open Office Documents, any text based documents and any picture file formats.

The **Office 365** services that can reviewed include all inbound and outbound email communications, communications on Yammer and files stored in OneDrive, such as: Office Documents, Open Office Documents, any text based documents and any picture file formats.

What do Gaggle Safety Representatives look for?

Gaggle Safety Representatives will be watching for three types of incidents:

User Violations: The least severe situation in which a student uses minor profanity or insulting language or attempts to send provocative, but not pornographic images.

Questionable Content (QCON): A moderately severe situation that does not pose an immediate threat to a student, but content that is cause for concern and should be brought to an administrator's attention. This can include: a cyberbullying situation; pornographic images; and graphic, violent or sexually related stories.

Possible Student Situations (PSS): The most severe type of incident, which poses an immediate threat to the student. These can include: student-produced pornography, violence, suicide, rape or harmful family situations.

What is the standard process for handling incidents?

When a **Possible Student Situation** is identified, Emergency Contacts are notified by phone, email and/or text message. The student(s) involved will not receive a notification.

If **Questionable Content** is identified, your designated Emergency Contact receives an email message with the relevant information and a copy of the blocked item. The student(s) involved will not receive a notification.

Any time a student commits a **User Violation**, they receive an email warning from one of Gaggle's Safety Representative. The student's Default Administrator can be copied on all subsequent warnings.

How are items awaiting review organized in the queue?

Gaggle has developed technology that organizes and prioritizes queued communications, so that higher-risk items are reviewed first. For instance, communications that are reviewed for text that has previously resulted in a Possible Student Situation are reviewed first, due to the greater likelihood of danger to students.

What is the process for handling pornography?

If pornography appears to be professional, or clearly does not involve a student, Gaggle will notify the school or district Emergency Contacts, usually by email. If it appears to be produced by the sender or involve a student, Gaggle will notify the Emergency Contacts by phone, then file a report to the CyberTipline of the National Center for Missing and Exploited Children (NCMEC). You will **not** need to notify your local law enforcement. NCMEC will review Gaggle's report and contact the appropriate law enforcement entity to handle the issue, if necessary. Only issues related to possible child exploitation get submitted to NCMEC. All other critical issues will be reported to your school or district's Emergency Contacts registered with Gaggle for follow up internally.

If you decide the issue cannot wait for NCMEC to assign to law enforcement, please let us know the contact information for the officer handling the case. We will pass this information back to NCMEC to avoid duplicate handling of the same case.

Do you keep information confidential?

Yes, Gaggle treats all data as district property.

How does Gaggle handle notifications from social networks like Facebook and Twitter?

Gaggle Safety Representatives review all content from outside social networks, because this provides a greater opportunity to protect students. In the past, a number of significant Possible Student Situations (PSS) have been detected because of email notifications that came in from services, such as Facebook and Twitter.

Do you keep records of situations? If so, can we access them?

We keep records of all student infractions. Your district can request reports throughout the school year. If you are a Gaggle Administrator, you can access your Safety Management Dashboard directly. For more information or for assistance, contact Gaggle Customer Support.